

# **Portal Authority Board of Directors**

## **MINUTES**

### **Portal Authority Board of Directors Special Meeting**

**November 3, 2005**

**1:30 p.m. – 4:00 p.m.**

**Legislative Services Building**

**200 E. 14<sup>th</sup> Ave.**

**Hearing Room A, 1<sup>st</sup> Floor**

**Denver, CO**

#### **I. Call to Order: 1:40 p.m., Jack Arrowsmith, Vice Chair**

##### **A. Roll Call**

Attendees: Arrowsmith, Cadman, Cooke, Feingold, Marroney, Picanso, Wells

Excused: Dennis, Jenik, May, Sobanet, Williams, T.

Absent: Groff

Notes transcribed by Angie Onorofskie, Statewide Internet Portal Authority

No quorum established until Jeff Wells arrived later in the meeting.

##### **B. Introduction of Audience**

#### **II. Special Presentation**

Kim Walter's class at Summit Ridge Middle School delighted the SIPA Board and audience with a presentation of the process by which they created a website for their library. Kim Walter explained that the school librarian requested a proposal for the website. The eighth grade students (Zach Hurlbut, Sarah Bohman, Jenna Crosley, and Kurt Emerson) shared their process, results and learnings from the experience. When asked what the most important attributes are of a good website, the students stated the following: simple font, organized, easy to scan, colors fit age/person, combine links by subject, consistency between pages, easy to load/ quick, appropriate topics of interest for audience, and utilize few words. When asked what kinds of things the students would like to see on the state portal they replied: pictures, search engines for homework help, and easy access to specific information.

The Board expressed their gratitude to the students for sharing their project, and presented them with a certificate of appreciation for a job well done.

#### **III. Committee Reports**

**A. Business Committee, Michael Cooke**

Michael Cooke, Chair of the Business Committee, reported that the Business Committee met last month to discuss the proposed Web content management solution and the future of the eRoom.

***Web Content Management***

The Business Committee met with Colorado Interactive to review the task order for the Web content management software. The committee wanted to make sure that SIPA was not reinventing the wheel or spending unneeded money. Therefore, they asked Colorado Interactive to talk with state agencies to see if any of them had already made a significant investment in Web content management and to see if there was a strong interest in a Web content management solution. CI received responses from 14 agencies, and the results of the research confirmed all of the responding state agencies are very interested in a Web content management system. They also found that only one agency is using a full-blown content management system, one agency was using parts of a content management system, and one agency was using a smaller content management package. CI made a recommendation and will come back to the committee with a proposed task order. The task order will be more specific regarding the cost and timeline, and the Business Committee expects to make a recommendation to the Board at the December meeting.

***eRoom***

The Business Committee decided not to continue use of the eRoom being provided by SysTest beyond the current Task Order II. The SIPA website will be utilized for the interim to share documents, and the content management system will be able to provide similar functions of the eRoom in the long term.

**B. Contracts Committee/Finance Committee, Gregg Rippy**

Gregg Rippy combined the report of both the Contracts and Finance Committees.

***Task Order II Extension:***

Gregg Rippy recommended moving forward with the extension of the SysTest Task Order II, which is an extension of time with no additional cost. The extension will cover the Final Review of the Annual Business Plan and allocate hours to Clifton Gunderson (subcontractor of SysTest Labs) to complete the agreed audit procedures. The reason for pursuing agreed audit procedures is to make sure that all of the information in the audit is in line with the status reports. The audit will be included in SIPA's Annual Report. While SIPA has given the

Executive Director authority to sign task orders, Gregg Rippy wanted to make sure that the Board knew what the Executive Director would be signing.

***SIPA Budget/ Revenue Share:***

The Annual Business Plan still reflects a blank line for revenue share. Both SIPA and CI need to make sure that the number is appropriate, and the discussion is as to whether or not the number should be negotiated each year. Gregg Rippy explained that there is no reason to have anything more than a number to suffice a zero-based budget, as SIPA doesn't want to unfairly take away resources from CI that could be used to create applications. Stockpiling cash is not part of SIPA's mission and vision. The SIPA budget is still in the works.

**C. Personnel Committee, Representative Cadman**

Representative Cadman, Chair of the Personnel Committee, stated that the Personnel Committee was hoping to introduce Don Ravenscroft at the meeting today, but he was unable to attend.

Richard Westfall stated that Don Ravenscroft would officially begin on November 7, 2005 after the agreement is signed. Gregg Rippy will work with Don Ravenscroft all day on Monday, and then he will give Don a couple of days to generate questions. Gregg Rippy stated that Don Ravenscroft is very qualified, but he wants to make sure that he is up to speed and that SIPA maintains some continuity.

Jeff Wells arrived at the meeting.

Quorum Established

**IV. Executive Session**

Representative Cadman called for a motion to enter into executive session for the purpose of discussing attorney/client matters with the SIPA Legal Counsel, Richard Westfall.

**MOTION:** To enter into executive session for the purpose of discussing attorney/client matters with the SIPA Legal Counsel, Richard Westfall.

Arrowsmith/ Wells

**APPROVED UNANIMOUSLY**

The Board moved into executive session for the purpose of discussing attorney/ client matters with the SIPA Legal Counsel, Richard Westfall.

The regular meeting resumed at 3:00 p.m.

## **V. Approval of the October 6, 2005 Minutes**

Chairman Cadman called for a motion to approve the October 6, 2005 SIPA Board of Directors meeting minutes.

**MOTION:** To approve the October 6, 2005 SIPA Board of Directors meeting minutes.

Cooke/ Wells

**APPROVED UNANIMOUSLY**

## **VI. Old Business**

### **A. NIC eGovernment Leadership Summit Report**

Representative Cadman thanked the Board for authorizing the Board Chair and the Executive Director to go to the NIC eGovernment Leadership Summit in Chicago, IL. Representative Cadman shared that the conference was extremely valuable. It was great to talk to other states and see the direction toward which Colorado has the potential to move.

#### ***Highlights:***

- Cathilea Robinet's (Center for Digital Government) – gave a presentation on where we are as a nation and where we are going. The top five inventions in the last quarter century include:
  - 1.) Internet; 2.) Cell phone; 3.) Personal computers; 4.) Fiber optics; 5.) E-mail
- Real ID Act – there are still many unknowns in the act, and states will have to work together.
- Services
  - Temporary automobile licence plates – Montana (register online at the dealership)

Rich Olsen added that he agreed it was a great conference, and he also thanked the Board for authorizing two people to go. It was fantastic to see what all of the other states are doing. The Real ID Act is a huge deal, and it will revolutionize how things are done.

Representative Cadman stated that the estimates of compliance on the Real ID Act are very broad.

Rich Olsen also pointed out the Cathilea Robinet provided some very interesting statistics. She stated that most portals are good at architecture, platform,

infrastructure, network, and security. However, they need to work on business process improvement, more applications, transactions, experience, and above all... relationships (meaning breaking down walls between state agencies, cities, counties and the Federal government).

## **VII. New Business**

### **A. Colorado Interactive (CI) Update, Rich Olsen**

#### ***Business Plan Overview:***

The Business plan is complete and in front of the Board. CI reviewed SysTest's 90 and 120 - day deliverable reviews. However, in the interest of time, CI delivered the plan today without those corrections. It is a very complete (225 pg) business plan. Rich Olsen stated that he wanted to give the Board the IABP today so that Board members could generate questions over the next month, and hopefully it could be approved by the next meeting

Gerald Marroney requested the document electronically.

***ACTION ITEM: CI will provide the IABP electronically to the SIPA Board.***

#### ***Motor Vehicle Records Update:***

- All vendors have signed the contract
- As of October 10, 2005, all vendors were testing the new bulk transfer interface for motor vehicle records.
- As of October 17, 2005, all vendors were up and running on the new interface.
- The four vendors were receiving full database updates each night along with providing a return file of daily usage and a monthly file for cross checking purposes.
- CI has been monitoring usage daily, working with vendors to work out issues and insuring data quality.
- Vendor responses to the new system have been very positive.
- CI gave a great deal of credit to the Department of Revenue, especially Nolan Jones for his help with the project.
- The motor vehicle infrastructure is being housed at DoIT.

#### ***Portal Infrastructure:***

The portal infrastructure has been ordered and will be set up at DoIT. CI expects to have the infrastructure installed, tested and ready by December. They want to make sure the environment is correct, and then the migration of Colorado.gov can be expected in December. During this time CI will also be scoping initial projects, as there are 40 applications in the top tier. CI will follow up with

sponsors for more detail, as CI scored the readiness of the projects only based on initial discussions with agencies. CI is also actively looking for additional staff and permanent office space.

***Business Plan Discussion:***

Rich Olsen pointed out a few key pieces in the business plan:

- Pg. 74 – initial project list
- Prioritization Process (amended by the Business Committee) is found in the appendix. The resource from the departments has yet to be added (1 = not ready; 5 = ready)
- Pg. 75 - Queue Management - shows how the process is very dynamic and self-sorting.

***Discussion:***

Representative Cadman thanked Colorado Interactive for all of their hard work in putting together the business plan.

Gregg Rippy noted that SysTest has not seen the business plan in its final form yet. SysTest completed 30, 60, 90, and 120 -day deliverable reviews of the IABP, but it still needs a final review from SysTest. It is a smooth draft, but it is still a draft. Gregg Rippy thanked Rich Olsen, Mark Church, and John Thomas for all of their hard work.

Jack Arrowmith asked CI what their first phase is for hiring staff.

To answer the question, Rich Olsen referred the Board to page 97 of the Annual Business Plan. He stated that CI would not hire for the sake of hiring. CI is currently looking to fill the positions of designer, systems administrator, project manager, and developer. There is a core six- member team. The current team members include the General Manager, Director of Development, and Director of e-Government services. The next three employees of the core six-member team will be hired soon. Then CI plans to hire three more additional employees, and then employees will be hired as needed.

Jack Arrowsmith asked if the current revenue stream would cover the costs of employee salaries.

Rich Olsen affirmed that the current revenue stream would cover those costs.

Rich Olsen also encouraged the Board to look at the marketing materials from other states, which he brought back from the conference.

Representative Cadman added that another highlight from the conference was the adoption rates. Colorado has a very eager audience.

Rich Olsen asked the Board what process they would prefer for the approval of the business plan. He asked if they planned to look at it, provide comments, and then have the Business Committee recommend approval.

Michael Cooke, Chair of the Business Committee, stated that the Business Committee did not plan on that being their function.

Richard Westfall, SIPA Legal Counsel, stated that the Annual Business Plan is the Board's vehicle to control, manage and prioritize. Therefore, Richard Westfall urged the entire Board review the plan, as this is where the Board exercises its core function.

Michael Cooke recommended that each Board member look at the plan individually and discuss any questions or concerns with Rich Olsen. Then the Board could try to take action at the December Board meeting.

Gerald Marroney suggested that CI could meet individually with each Board member.

Gregg Rippy added that while Board is reviewing the Annual Business Plan, Colorado Interactive would not slow down with their work.

Bob Feingold asked if there was a methodology for asking questions about the business plan.

Representative Cadman suggested that if a Board member has a question, he or she could call Rich Olsen. If there were a question or concern that the entire Board needs to see, he would recommend sending an e-mail to the entire Board and Rich Olsen.

Gerald Marroney asked if there is there a planned amendment process to the Annual Business Plan. He agreed that it is a fluid document, but he wanted to know if there was a process for amendment.

Rich Olsen stated that the Annual Business Plan is not a contract. If necessary, changes can simply be made.

Gregg Rippy stated that per the master contract, the Executive Director could make necessary changes to the Annual Business Plan.

Jack Arrowsmith asked if since the IABP is considered confidential, if Board members could still ask subject experts (i.e. CIO's) to assist in their review the document.

Richard Westfall stated that it is up to each individual Board member as to how they review the IABP. Each Board member may have a control group or certain staff upon which he or she relies.

Rich Olsen added that version control is very important.

**B. SysTest Update, Bob Halsey**

Bob Halsey provided an update on behalf of the PMO/IV&V team.

***October Deliverables:***

- 120-Day Deliverable Review – October 21, 2005

***Other Significant Activities:***

- Engagement Planning Meeting (Clifton Gunderson) – October 27, 2005
  - Engagement planning documents requested – November 1, 2005
- CI and PMO/IV&V Planning and Status Meeting – November 1, 2005

***Deliverables for November:***

- IABP Final Report – still need to see revised 90 and 120 Day Deliverables
- Content Management and ID Management Task Order Reviews
- Task Order 2 Time Extension (no additional cost) – to January 15, 2006

***Other Significant Activities:***

- Engagement Planning Meeting with Don Ravenscroft, Gregg Rippey and Clifton-Gunderson
- Monthly CI and PMO/IV&V Status and Planning Meeting

**Discussion:**

Jack Arrowsmith asked if Clifton-Gunderson would provide an external audit.

Bob Halsey stated that it is an agreed upon procedure rather than a full-blown audit.

Gerald Marroney asked if Clifton-Gunderson would be able to provide a per unit price.

Bob Halsey stated that Clifton-Gunderson could provide and estimate.

***SIPA Portal Governance:***

Bob Halsey introduced Tim Davis of Deloitte (a subcontractor of SysTest).

Tim Davis stated that as a subcontractor of SysTest, Deloitte reviewed a portion of the Annual Business Plan. Tim Davis has not seen the plan in its final form, so he is not sure how many of Deloitte's comments were addressed. However, he stated that in an effort to assist the SIPA Board in fulfilling its fiduciary responsibilities for the start-up and ongoing operations of the Colorado portal, they conducted the review to determine the following:

- Does the preliminary Annual Business Plan conform to the requirements of the contract between SIPA and CI?
- Is there adequate information presented in the Annual Business Plan to allow SIPA to monitor future operations, investment performance, and accountability of CI?
- Does the IABP adequately disclose information that will allow expectations of the State, SIPA and CI to be aligned?

Generally, Deloitte concluded that the portion of the Annual Business Plan that they reviewed required additional detail, disclosure, and assumptions to give the Board comfort that it could fulfill its responsibilities.

Tim Davis added that managing expectations is very critical. Deloitte provided a lot of input and presumably it is included in the current draft of the IABP.

Gregg Rippy asked if SysTest could complete a final review of the IABP in two weeks.

Tim Davis affirmed that it could be done.

Rich Olsen expressed concern that Deloitte will now be reviewing the entire plan when CI has already received comments from the PMO/IV&V team on the 30, 60, 90 and 120 -day deliverables. Rich Olsen added that several of the comments have already been addressed.

Representative Cadman asked Tim Davis if there was a reason that Deloitte has not seen all of the deliverables.

Tim Davis replied that Deloitte did look at pieces and parts of the IABP. However, it is important to see the plan as a whole to see whether or not the financials are an appropriate reflection. Since the plan was delivered in pieces and he has not seen the entire plan, Tim Davis is not sure that the Annual Business is consistent.

Gregg Rippy stated that Task Order 2 requires a review of the annual business plan. While SysTest Labs is the prime contractor of the task order, Deloitte will

do the work that SysTest asks. Gregg Rippy also stated that the reason CI did not give the final plan to SysTest Labs for review before giving it to the Board was due to time constraints. Rather than wait another month before the Board met again, they wanted to get it to the Board. However Gregg Rippy recommended that it would be wise for SysTest to do a final review of the Annual Business Plan, as a whole, to make sure that it's consistent throughout.

Bob Halsey added that Deloitte reviewed parts of the 120-day deliverables.

Gerald Marroney asked what the communication process was for SysTest's review of the IABP.

Bob Halsey stated that SysTest received the Annual Business Plan in increments of 30,60,90, and 120-day deliverables. Then CI made revisions and returned the deliverables to SysTest.

Gerald Marroney suggested that SysTest review the final business plan and make comments directly on the draft so that the Board can see what areas were addressed and what areas were not addressed.

Tim Davis stated that the IABP will be reviewed in its entirety and returned to the Board in two weeks.

Gregg Rippy asked that the Board try to take action at the next Board meeting.

Representative Cadman added that the IABP could be adjusted as we go along.

Tim Davis recommended that the Board consider the three threads that Deloitte considered as they review the IABP.

### **C. Final Notes**

Bob Feingold stated that SIPA is due to provide a report to the General Assembly, which is due six months after the close of the fiscal year. Gregg Rippy, Angie Onorofskie and Don Ravenscroft will be working on this, and they hope to have an update by the December meeting.

Bob Halsey stated that the eRoom will be closed within the next week, but they will make sure that none of the documents are lost.

Michael Cooke restated the importance of keeping the draft Annual Business Plan confidential, as it is a work product. She stated that while Board members may share the document with their CIOs, those CIOs should not share the document with any others. Board members must maintain full control of where their copy is at all times.

Chairman Cadman asked if the pro forma financial plan would include the self-funded model.

Henry Sobanet stated that the plan would be inclusive of the cornerstone funding. It will be the starting point, and it will continuously evolve.

***ACTION ITEM: Angie Onorofskie will send Board members updated contact information and add Gigi Dennis to a committee of her choice.***

#### **VIII. Agenda Items for Next Meeting**

- Introduce the new Executive Director, if hired
- Pro forma financial report
- Status reporting

***Next meeting is scheduled for:***

Thursday, December 1, 2005

1:30 p.m. – 4:00 p.m.

Legislative Services Building

200 E. 14<sup>th</sup> Ave.

Hearing Room A, 1<sup>st</sup> Floor

Denver, CO

#### **IX. Adjournment**

The meeting was adjourned at 4:06 p.m.